
CHAPTER 166 PERFORM TELEPHONE STANDBY

Section 1 Background

1. WPMS ACTIVITY CODE: 1040

3. OBJECTIVE. The objective of this task is to perform assigned telephone standby according to national, regional, and district office policies and procedures.

5. GENERAL.

A. *Definitions.*

(1) "Accident Standby" or "Telephone Standby" is a periodic interval of time where an inspector remains available by telephone for notification, and subsequent investigation, of an aviation accident or incident. In this chapter Accident Standby and Telephone Standby are used interchangeably since the procedures are identical. However, Accident Standby usually refers to in-office duty while Telephone Standby refers to duty during evenings, weekends, and holidays.

(2) An "Accident Manual" is a means of providing all the information the inspector may require while performing the assigned telephone standby. Each office should develop an "accident manual" that is the responsibility of the Aviation Safety Inspector (ASI) while assigned to accident standby. This manual should be kept with the inspector at all times for reference and use while on telephone standby duty. The ASI is responsible for ensuring that updates or revisions to the manual, issued while he or she is in possession of the manual, are placed in the appropriate sections of the manual as soon as they are received.

B. *Content of the Accident Manual.* Any office "accident manual" should include at least the following:

(1) Procedures for notification to the appropriate areas by the ASI

(2) Procedures for the conduct and actions of the ASI during the accident investigations

(3) Appropriate telephone numbers (See Chapter 168, Section 1)

(4) Copy of telephone standby schedule

(5) FAA Form 8020-5, Aircraft Incident Record

(6) FAA Form 8020-9, Preliminary Notification of Civil Aircraft Accident/Incident

(7) FAA Form 8020-15, Investigation of Near Mid-Air Collision Incident

(8) Copy of Order 8240.32 (Requests for Flight Inspection Support)

(9) Complaint Record (Job Aid 166-1)

(10) Copy of Statement of Party Representatives to NTSB Investigation (Job Aid 167-2)

(11) NTSB Form 6120.9, Passenger Statement

(12) NTSB Form 6120.11, Statement of Witness

(13) NTSB Form 6120.1, Pilot/Operator Aircraft Accident Report

(14) Accident/Incident Report (Job Aid 167-4)

(15) FAA Form 6120.4, Factual Report Aviation Accident/Incident

(16) FAA Form 1360-33, Record Of Visit, Conference, or Telephone Call

(17) Writing pads, pens, and pencils

(18) Map of district office boundaries

(19) Airport access gate information to the airports in jurisdiction (e.g., code numbers, cards, etc.)

(20) Procedures for use of FM radio systems

(21) A revision system for the "accident manual"

C. *Schedule Preparation.* The preparation of the district office telephone standby schedule is the responsibility of the district office manager. The schedule should be prepared and distributed before the beginning of each quarter of the calendar year. This will allow inspectors to schedule their work program and leave time, etc., and still ensure adequate telephone standby coverage. The district office should have procedures whereby the clerical personnel have the standby list. The Regional Operations Center (ROC) and all Flight Service Stations (FSS) within the district office's area of jurisdiction must receive a copy of the telephone standby schedule.

D. *Schedule Changes.* If an inspector must change his or her assigned standby period, e.g., for scheduled training, etc., it is the inspector's responsibility to effect the change with another inspector. Changes in the schedule are subject to the approval of the district office manager. The inspector must notify the unit supervisor, clerical personnel, FSS, and the ROC of any changes in the schedule. This notification must include the following information:

- (1) The name of the inspector requesting the change
- (2) The date the change notification was submitted
- (3) The affected days and dates of the change
- (4) Name of the inspector providing coverage
- (5) Telephone number of the inspector providing coverage

E. *Telephone Conduct.* The inspector should be courteous and tactful when dealing with fellow agency employees, other government and law enforcement personnel, and the general public during telephone conversations.

7. TYPES OF TELEPHONE STANDBY. Telephone standby can be performed while on-duty in the office or off-duty while at home during evenings, weekends, and holidays.

A. *Standby During Office Duty Hours.* While on standby during on-duty hours, inspectors perform their usual duties until a notification call is received. However, these duties should be

ones that keep the inspector on standby duty in the office or in the general vicinity of the office. Calls should be routed directly to the inspector on telephone standby duty. If the inspector on duty is already on an investigation (for example, at an accident site), the district office procedures must compensate for this situation. Some suggestions are assigning an alternate to the on-duty inspector or taking the next available inspector on the standby schedule. Before going off-duty, the inspector on standby shall be provided an electronic telephone pager ("beeper"). This is to be used when the inspector is away from his or her home telephone unless another telephone number is provided.

B. *Standby After Duty Hours.* Notification during off-duty hours is normally made by the FSS or the ROC at the inspector's home telephone number.

(1) The inspector is not required to remain at home during off-duty hours provided he or she has provided an alternate telephone number or has an operational electronic pager.

(2) Before the inspector leaves home during off-duty hours, he or she should notify the FSS or ROC when the pager must be used for notification. The inspector should also notify FSS or ROC when he or she has returned home.

(3) Depending on the type and style of pager used, the inspector must not exceed the range limits of the pager and remain in the local area.

(4) While on-duty the inspector leaves the pager in its charger to ensure that it will be charged and operational when needed. The charger should be taken home so that the pager can be recharged when not in use.

(5) Since some district offices use battery powered pagers, there should be a sufficient supply of extra batteries for the inspector to use while on telephone standby. Spare batteries should be kept at home in case of an emergency. When telephone standby is completed, the spare batteries should be returned to the office or passed on to the next inspector on telephone standby.

(6) District offices should use the above guidelines to establish an office policy consis-

tent with the type of paging system used.

9. TYPES OF PHONE CALLS. Calls received during telephone standby may involve accidents, incidents, complaints, or possible

violations. Each call should be handled in the most expeditious manner as possible and in accordance with national, regional, and district office policies.

Section 2 Procedures

1. PREREQUISITES AND COORDINATION REQUIREMENTS.

A. **Prerequisites.** This task requires knowledge of any related FAR, FAA policies, and district office investigation policies and qualification as an Aviation Safety Inspector (Operations).

B. **Coordination.** This task requires coordination with the district office clerical personnel, operations unit supervisor, the ROC, and the appropriate Flight Service Station (FSS). This task may also require coordination with the Accident Prevention Program Manager (APPM), the appropriate air traffic facility, the Aircraft Certification Office (ACO), the Flight Inspection Field Office (FIFO), the appropriate National Transportation Safety Board (NTSB) Field Office, or state and local law enforcement officials.

3. REFERENCES, FORMS, AND JOB AIDS.

A. References.

- FA Act of 1958
- District office accident standby schedule
- Any office manual and/or accident manual
- NTSB Parts 830 and 831
- National and office policy specific to accident/incident investigation
- Order 1200.23, Public Availability of Information
- Order 2150.3, Compliance and Enforcement
- Order 3550.8
- Order 8020.11, Aircraft Accident and Incident Notification, Investigation, and Reporting (most current edition)
- Order 8700.1, General Aviation Operations Inspector's Handbook

B. Forms.

- Appropriate forms from Related Tasks, #167, #168, #169, #181, and/or #182
- FAA Form 1360-33, Record of Visit, Conference, or Telephone Call

C. Job Aids.

- Electronic telephone pager ("beeper")
- Sample letters and figures

5. PROCEDURES.

A. **Receive Standby Schedule.** Make note of the week or weeks scheduled to perform telephone standby. Schedule work program accordingly. If schedule must be changed, follow district office procedures.

B. **Open WPMS.** When beginning standby duty, open WPMS file.

C. Receive Telephone Notification Procedures During Duty Hours.

(1) Note the date and time of the call using FAA Form 8020-9 or other forms as appropriate.

(2) If not previously identified, identify the caller and obtain caller's phone number.

(3) Determine the nature of the occurrence, i.e., possible violation, complaint, incident, accident, or fatal accident.

(4) If the occurrence is a possible violation, see Related Task #182, Conduct a Violation Investigation.

(5) If the occurrence is a complaint, see Related Task #181, Conduct A Complaint Investigation.

(6) If the occurrence is an incident, see Related Task #167, Investigate an Incident.

(7) If the occurrence is an accident with or without fatalities, see Related Task #168, Investigate an Accident.

(8) If the occurrence is a near mid-air collision, see Related Task #169, Investigate a

(a) Near Mid-Air Collision.

D. Telephone Notification During Off Duty Hours.

(1) Before leaving the office, have FSS call to test the pager. If the pager is not operational, obtain one that is operational.

(2) If you do not already have an "accident manual," follow district office policy to obtain a personal copy of the "accident manual" to take home for handy reference.

(3) Upon receipt of the telephone notification from FSS or the ROC, note the date and time of the call using FAA Form 1360-33 or other forms as appropriate.

(4) If not previously identified, identify the caller and obtain caller's phone number.

(5) Determine the nature of the occurrence, i.e., possible violation, complaint, incident, accident, or fatal accident.

(6) If the occurrence is a possible violation, see Related Task #182, Conduct a Violation Investigation.

(7) If the occurrence is a complaint, see Related Task #181, Conduct a Complaint Investigation.

(8) If the occurrence is an incident, see Related Task #167, Investigate an Incident.

(9) If the occurrence is an accident with or without fatalities, see Related Task #168, Investigate an Accident.

(10) If the occurrence is a near mid-air collision, see Related Task #169, Investigate a Near Mid-Air Collision.

(11) If the notification was received via the electronic pager, call the number estab-

lished by district office procedures. Proceed with steps (1) through (10) above.

E. Keep Unit Supervisors And Accident Prevention Program Manager (APPM) Informed. At the earliest opportunity, brief supervisory personnel and the APPM on occurrences. Update them with new information as it is received.

F. Post-Duty Briefings. Once standby duty is complete, brief all other office personnel during weekly staff meetings on events that have occurred.

G. WPMS. Close WPMS file, as appropriate.

H. Duty Complete. Turn the pager over to the next person on the standby schedule.

7. TASK OUTCOMES. Completion of this task results in either:

A. A completed complaint record

B. A preliminary violation report

C. A preliminary accident/incident report

9. FUTURE ACTIVITIES. Possible future activities include:

A. Perform telephone standby at the next rotation.

B. Possible complaint investigation.

C. Possible violation investigation.

D. Possible accident/incident investigation.

E. Possible Near Mid-Air Collision Investigation

F. Possible follow-up investigation if additional complaints are received.